

**Sample Test Material for:**

**Analyzing information in text, data, images, or symbols**

**Test material will be presented in a multiple-choice question format.**

There are 15 questions in this subject area.

**Test Task:** The questions in this subject area are contained in a number of sets, and candidates are provided with information in a variety of formats. Candidates must analyze and/or evaluate the information provided and then answer questions based on the results of their analysis and/or evaluation.

**SAMPLE QUESTION:**

**Instructions:**

Base your answer to the next question on the following *Excerpt from an annual evaluation of the Belmont Mental Health Outreach Program*, a fictitious State funded program.

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*Excerpt from evaluation of the Belmont Mental Health Outreach Program*

The Belmont Mental Health Outreach Program serves residents of the city of Belmont who need help obtaining mental health services. The purpose of the program is to assist individuals who might not know which services are available, how to obtain services, or how to successfully utilize services. To evaluate the success of the Outreach Program, staff surveyed some of the program's clients, using a questionnaire containing 20 questions. The questionnaire was given to all clients who came to the Outreach Program's main office reception area during the week of December 10<sup>th</sup>, from 8:00 a.m. until 12 Noon. Ninety percent of those clients completed the questionnaire. In response to the two questions regarding program satisfaction, 71% of the survey participants indicated that they were "satisfied" or "very satisfied."

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Given the information provided above, which one of the following descriptions provides the best assessment of the survey?

- A. Ninety percent (90%) of the people surveyed completed the questionnaire, which would lead to high confidence in the results.
- B. The survey shows that the majority of the outreach program's clients are satisfied with its service.
- C. The survey needs more questions to provide an accurate measure of the program's success.
- D. The results of this survey may not represent the opinions of the majority of the program's clients.

*The correct answer to the sample question 1 is Choice D.*

**Solution:**

To answer this question correctly, you must recognize that there may be differences between the clients who completed the questionnaire and the rest of the program's clients. Not only was the questionnaire given only to the clients who visited the office in December, but it was given only to the clients who visited the office during the morning hours of a single week. Giving the questionnaire only to the clients who are able or willing to visit the office during the morning could easily exclude clients who are employed or have challenges that make it difficult to leave home in the morning. In a similar vein, limiting the collection of data to one week in December also has the potential of excluding many clients. Because of this limitation, both choice A and choice B are incorrect. There is not enough information to support choice C.